

# ENGLISH FOR HOSPITALITY LEVEL 3



## HOW LONG IS THE COURSE?

12 Weeks

## WHAT QUALIFICATIONS WILL I GET?

Certificate in English for Hospitality  
Level 3

## ABOUT THE PROGRAMME

This NZQA-approved and accredited programme will provide learners with foundation English language skills specific to the hospitality industry. Successful students will be able to continue to certificate or diploma level programmes at NZMA. The course also provides skills which will enhance employment prospects.

## HOW IS THE COURSE STRUCTURED?

The course is structured into the four skills of speaking, listening, reading and writing. Students will be assessed on both general language skills and their ability to communicate in hospitality-specific contexts.

In addition to classroom-based study, students will be able to discover more about the hospitality industry through field trips, guest industry speakers, and participation in cultural events.

Students will also be able to take advantage of the realistic training environment of the NZMA Auckland Central Academy, where they will interact with other domestic and international hospitality students. Facilities on campus include bar, restaurant, and front office training areas, along with a working café run by NZMA students.

## WHAT TOPICS WILL I STUDY?

Topics covered on the course include:

- Introduction to Hospitality
- Food and Beverage Service
- Front Office
- Housekeeping
- Telephone English
- Customer Service
- Courtesy English
- Introduction to Health & Safety and Food Hygiene

0800 ACADEMY  
0800 222 336 or  
[www.nzma.co.nz](http://www.nzma.co.nz)



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Tutors - Joanne Kingsbury & Christine Santos

## START DATES 2004

July 19

October 4

## COURSE TIMES

Classes run for 4 hours daily, 1.15pm to 5.15pm, making a total of 20 contact hours per week.

## WHAT ARE THE BENEFITS OF THE COURSE?

- Unique focus on hospitality English
- Industry-experienced teachers and authentic hospitality training environment
- Guaranteed pathway to certificate and diploma level hospitality study at NZMA upon successful completion
- Students able to build fluency prior to beginning further study
- Course provides solid foundation skills for further study
- Students already working in the hospitality industry can upgrade their skills

## WHERE IS THIS PROGRAMME OFFERED?

NZMA Auckland Central Academy only

## WHO ARE THE TUTORS?

The course is taught by a tutorial team with considerable international experience in both ESOL and hospitality. In addition to her ESOL experience, Christine Santos has worked in the hospitality industry for 14 years in China, Hong Kong and the Philippines. Joanne Kingsbury has ESOL, and food and beverage experience in the UK, USA, and Japan.

## CLASS SIZE

Maximum 12 students per class.

## COURSE FEES

Total course fee is \$3600 for international students or \$975 for domestic students. Students who successfully complete the programme receive a \$600 credit toward their next course at NZMA.

## WHAT DO I NEED TO BE ACCEPTED ONTO THE PROGRAMME?

Students must:

- be 18 years of age or older, AND
- those who do not have English as their first language require an English level of IELTS 4.5 or equivalent, OR
- achieve the required level on the NZMA English Language Assessment

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